

Medicaid Information: Phone Menu Options

Providers and clients can access information efficiently by using telephone menu options on the Medicaid Information Line.

Medicaid Information Line

From the Salt Lake City area, call **538-6155**.

Outside Salt Lake City area, Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada, call toll-free: **1-800-662-9651**

From any other states, call **1-801-538-6155**.

There are seven options on the **Main Medicaid Information Menu**. These are listed in the column to the right.

Telephone Menu Options

Options **1, 3, 5, 6** and **7** marked with a ☎ in the list below, are for Medicaid providers. Selections **2** and **4** are for Medicaid clients.

- ☎ **1 Verify client eligibility**
- 2 Client menu (for Medicaid clients)**
- ☎ **3 Health Care Provider**
- 4 Health Plan Information for clients**
- ☎ **5 Statewide Provider Training**
- ☎ **6 Pharmacy Prior Authorization**
- ☎ **7 Non-Pharmacy Prior Authorization**

Medicaid Providers: Telephone Menu Options **1** and **3** have a second menu. Each second menu option is described below.

☎ **1 Verify client eligibility**

The second menu offers two choices:

Press **1** For Access Now.

Press **2** For a Client Eligibility Verification agent

☎ **3 Health Care Provider**

The second menu offers seven choices:

Press **1** Transportation Team for prior approval of non-emergency transportation.

Press **2** Customer Service Representative.

Press **3** Prior Authorization Unit for information on written and telephone prior authorizations (approvals).

Press **4** Provider Enrollment Team for enrollment questions, changes in billing address, re-certification, or EFT (direct deposit).

Press **5** Electronic Billing Team for technical assistance with electronic claim submission (except pharmacy Point of Sale) and for electronic remittance advice.

Press **6** Pharmacy Team for assistance with Point of Sale.

Press **7** Program Integrity Unit

☎ **5 Statewide Provider Training**

☎ **6 Pharmacy Prior Authorization**

☎ **7 Non Pharmacy Prior Authorization**

Hours of Operation:

Medicaid Customer Service

| | | |
|-----------|-------------------|-----------------------|
| Monday | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Tuesday | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Wednesday | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Thursday | 11:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Friday | C L O S E D | |

Medicaid Non-Pharmacy Prior Authorization Unit

| | |
|-----------|-----------------------|
| Monday | 7:00 A.M. - 6:00 P.M. |
| Tuesday | 7:00 A.M. - 6:00 P.M. |
| Wednesday | 7:00 A.M. - 6:00 P.M. |
| Thursday | 1:00 P.M. - 6:00 P.M. |
| Friday | C L O S E D |

Access Now

| | |
|-------------------|-----------------------|
| Monday - Saturday | 6:00 A.M. - Midnight |
| Sunday | 12:00 Noon - Midnight |

Medicaid Pharmacy Prior Authorization

| | | |
|-----------|------------------|-----------------------|
| Monday | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Tuesday | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Wednesday | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Thursday | Not available | 1:00 P.M. - 5:00 P.M. |
| Friday | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |

State offices are closed on most Federal and State holidays.

August 2008